Request for Proposals: Customer Service Tracking System (CSTS)
RFP # OHB06-2
Issued: August 7, 2006

ADDENDUM 1
Issued August 2006

This Addendum incorporates certain general comments, general corrections to the RFP, and answers to questions posed during the optional offerors conference held on August 18, 2006.

GENERAL

Verbal responses to questions at the Offeror's Conference on August 18, 2006 are unofficial and are not binding. Only these written responses may be relied upon by offerors.

Participants at the Offeror's Conference were required to register their attendance and to provide their business cards and fax numbers. A list of all attendees at the conference is enclosed for informational purposes.

Questions and Answers:

1. Do you have a total number of users that you can estimate for this system?

   A. Currently, there are 25 support representatives who will use this system.

2. Will the users be in one location or will they be distributed?

   A. Currently, all support representatives are housed in one location. However, we would like the ability to allow support representatives to telecommute, and thus they will need remote access to this system.

3. Regarding data integration, is there a single sign on portion of this application that you want or just the capability?

   A. This application will need the capability to do single sign on, but currently we do not have a single sign on solution other than active directory.

4. Looks like you want a package to be tailored to meet your needs, is this correct?

   A. Optimally, we would like a commercial off the shelf (COTS) solution that meets all the requirements of the RFP. We would like for the COTS system to have some adaptability, so that we could customize it to most effectively meet our needs. However, in the event that a custom solution proves to be the best option, we would not exclude it from consideration.

5. Have you looked at vendor products and know of something specific that you want?

   A. In anticipation of the need for a new system, we reviewed the capabilities and features of a variety of systems so that we best would know what options we would like. However, we do not have a specific product in mind at this time. We are interested in finding the solution that best fits our needs.

6. If you do consider a package in particular would you expect us to bid that packaged product as part of this bid or would you buy that through one of your own contract vehicles?

   A. As outlined above, we have no specific product in mind. At this point, we do not plan to purchase a packaged product through one of own contract vehicles.

7. What is the older system you currently have?

A. It is a system that was designed and built in house, using visual basic with SQL server database.

8. Is there information in that system you would want to bring into the new system? If we do provide the ability to merge your current data into the new our system should we provide the pricing for that as well?

A. We do not require migration of the old data into the new system. However, we would consider that to be a nice feature to have. If that is a feature of your proposal, please include a separate line item with that cost, if any.

9. Regarding the dynamic form letters, is there one general form letter or a number of form letters?

A. There are several form letters that we would like the system to be able to generate. Furthermore, we would like the ability to add form letters in the future as we develop them.

10. Regarding analysis work, is there a single person or a review board to choose what they final product will be?

A. A number of people will be involved in making the decision.

11. Regarding Timetable, internally how long would you like for the development to take? Regarding custom a related product do you see 3 to 6 months or something faster like 30 days?

A. The maximum timetable for completing the solution should be included in your proposal, and that timetable should be adhered to. We would like to have a completed system as quickly as possible. Our primary

concern is quality, and we would have some flexibility in regard to a timetable so that the solution adequately meets our needs upon rollout.

12. Are you maintaining a vendor list of other vendors that would be interested?

   A. No

13. You want this bid as a firm fixed price for each one of these stages for this product?

   A. Firm fixed prices are preferable. Variable prices should be indicated as such.

Vendors in Attendence of the Pre-Proposal Conference
Held Friday, August 18, 2006

Buchanan Edwards
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VTB